

COVID-19 Technical Resources Seminar

MO ACTS
11/19/2020



Agenda

1 Hr



Welcome & Introduction

2 mins



Citizen contact tracing experience overview

10 mins



**Automatic Monitoring Process
Inbound Calling
Developing Symptoms (bulk closing)**

35 mins




Q & A

10 mins



Wrap Up: Additional Resources & Mentimeter

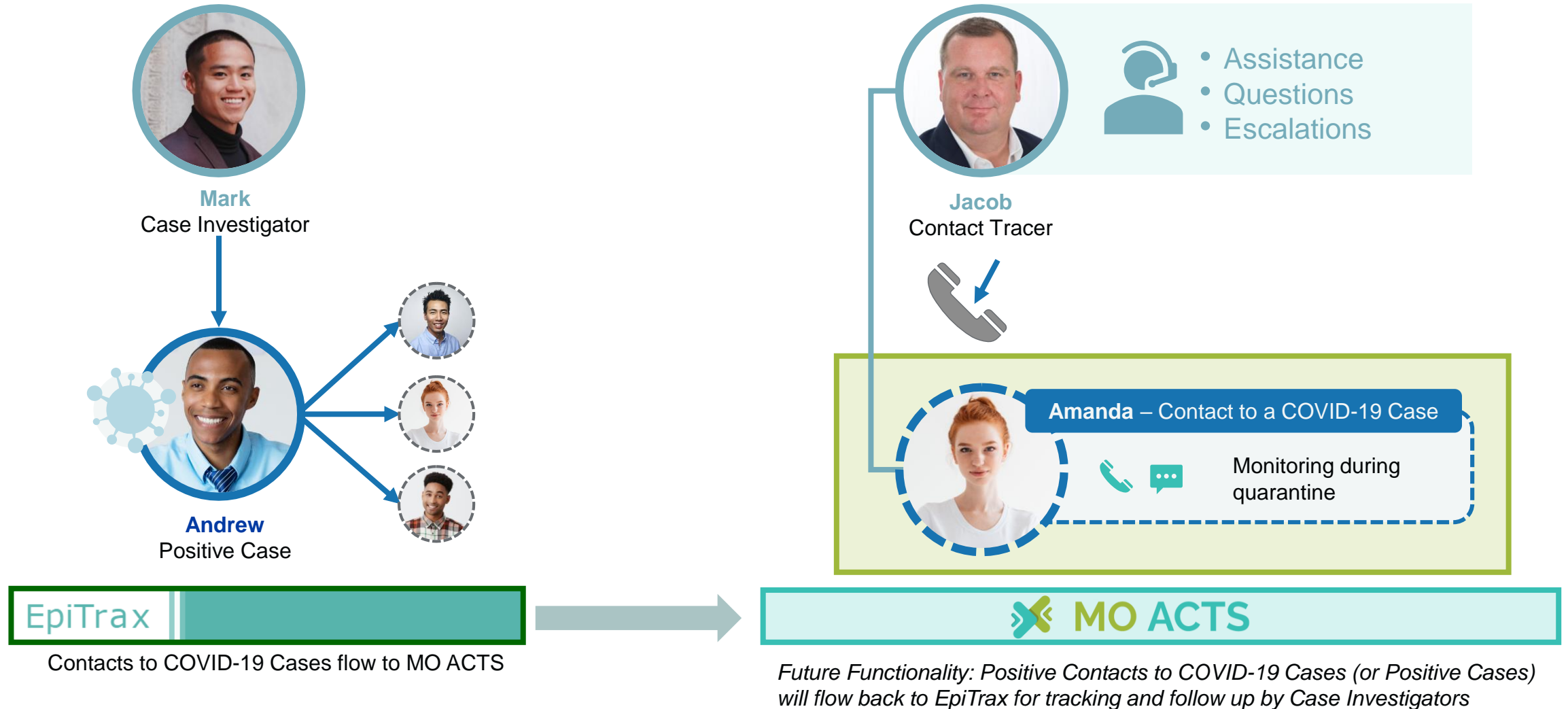
3 mins



Introductions: **Who is on the Phone** **Today?**

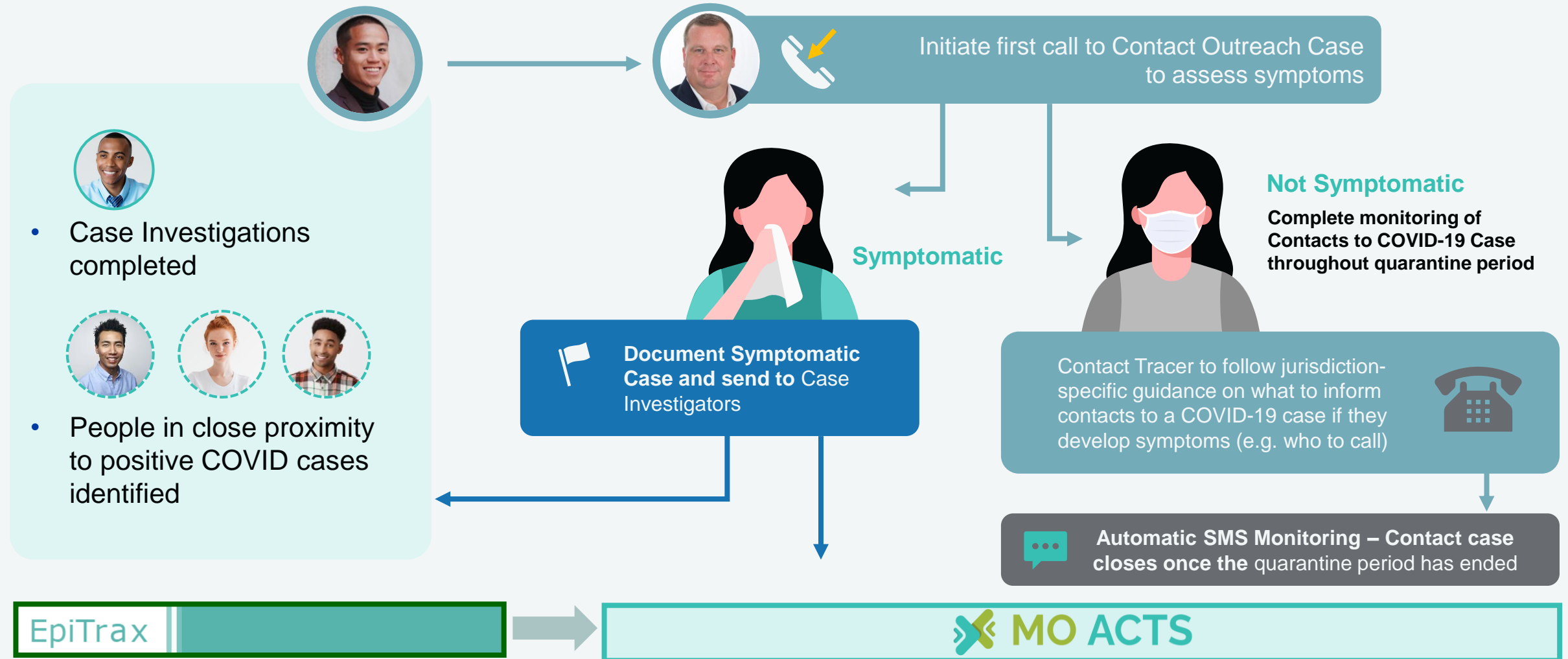
Case Investigation and Contact Tracing

Multiple channels can be used: phone, text and e-mail.



Contact Tracing

What Contact to a COVID-19 case can expect

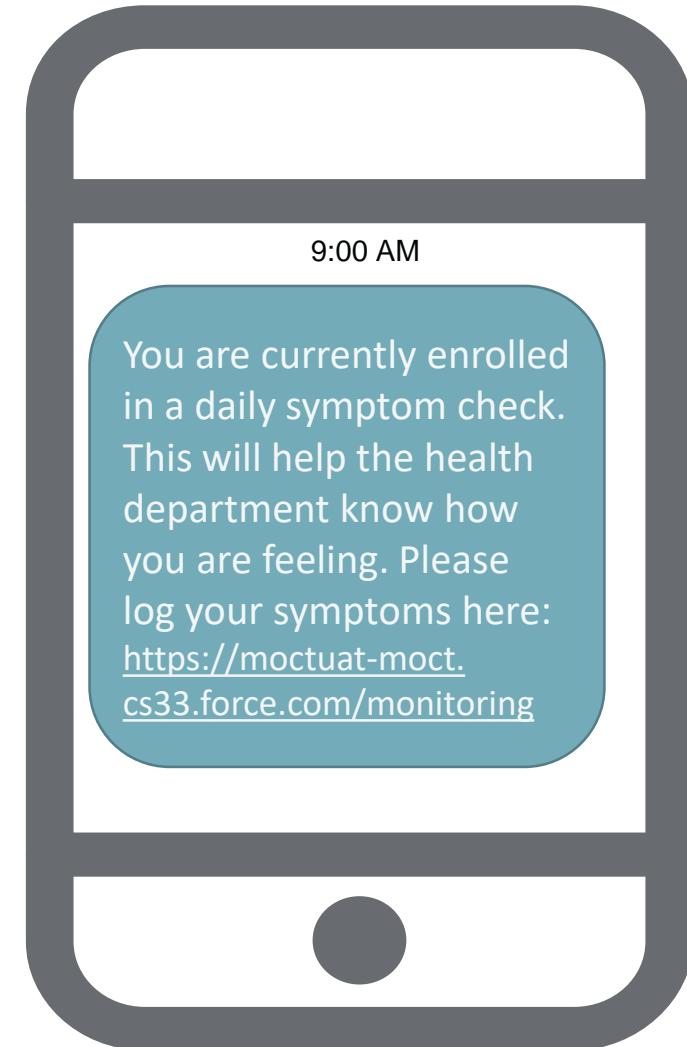


Missouri Department of Health and Senior Services

Automatic Case Monitoring: SMS Messages



1. The contact will receive the SMS message at **9 AM CST** every day during the quarantine period.
2. The contact will **Sign Up** for their first-time logging in.
3. Once signed up and authenticated, they will enter their information: **First Name**, **Last Name**, and **Birthdate**
4. Then, they will be able to **track their symptoms** which will then be collected in the monitor record automatically.
5. For a contact in a **household**, they can continue to fill out symptom and monitoring information for the rest of the members of the household



Learn More



Check out the [MO ACTS Go Live Action Guide](#) for more information on Automatic Case Monitoring (p. 61 – 64)

Automatic Case Monitoring Demonstration

Inbound Calling



The citizen calls into the MO ACTS phone line at **573-751-1656**.



The citizen follows call prompts if needed and is efficiently **routed to the correct jurisdiction's queue**.

There are **3 scenarios** in which a citizen can be routed to a contact tracing queue.



They can now **speak with a contact tracer** or if none are available, they can **leave a voicemail**.



If the citizen was not able to reach someone, the contact tracer will receive a **missed call notification** and can check to see if a **voicemail** was left.

Learn More



Check out the [MO ACTS Go Live Action Guide](#) for more information on Inbound Calling & Voicemail Functionality (p. 75 – 82)

Inbound Calling: 3 Routing Scenarios



Scenario A: Phone Number is Associated to a Case and Assigned to a Contact Tracer

- The call will route to the Contact Tracer assigned to the Contact to COVID-19 case and if they are unavailable, the citizen can choose to leave a voicemail.

Scenario B: Phone Number is Associated to a Jurisdiction

- The call will route to the associated LPHA queue. The contact will then hear hold music for 30 seconds and if no Contact Tracer within the LPHA queue is available to answer, the contact can leave a voicemail.

Scenario C: The Caller is Unknown and there is No Associated Jurisdiction

- The call will route to their associated LPHA queue after a series of prompts or the Administration queue. Once routed, the contact will then hear hold music for 30 seconds and if no Contact Tracer is available to answer, the contact can leave a voicemail.

Inbound Calling Demonstration

Q&A

Upcoming Seminar Topics



Thursday, December 2, 3:30 – 4:30pm

- **LPHA Round Table – Users choice!**

EpiTrax & MO ACTS Support



Contact the MO ACTS Helpdesk:

- Phone: (573) 526-9533
- Email: MOACTS@health.mo.gov
- Hours: 8:00 am – 8:00 pm, Monday through Friday



Attend Optional Office Hours:

- EpiTrax and MO ACTS Support Hours on Tuesdays at 4:30 – 5:30 PM



Attend Optional COVID-19 Technical Resources Seminar:

- Deep dive into EpiTrax and MO ACTS features on Thursdays at 3:30 – 4:30 PM



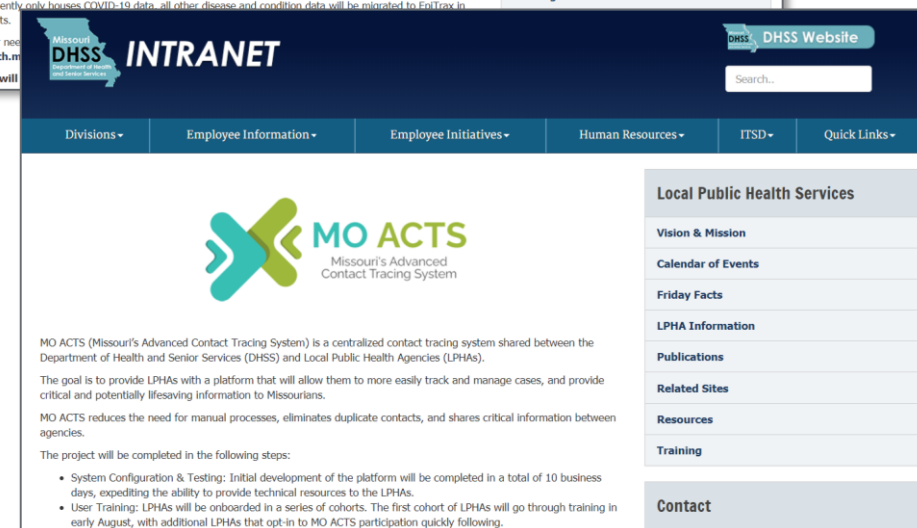
Use EpiTrax intranet site:

<https://clphs.health.mo.gov/lphs/diseaseprevention/epitrax/>



Use MO ACTS intranet site:

<https://clphs.health.mo.gov/lphs/diseaseprevention/moacts>



EpiTrax & MO ACTS Resources



EpiTrax Resources

- [EpiTrax Platform Simulation](#) and [EpiTrax Training Scenario](#)
- [EpiTrax User Guide](#)
- [Identifying New Cases in EpiTrax bulletin](#)
- [Case Investigation and Contact Tracing Intersection in EpiTrax and MO ACTS](#)
- And more! Visit the EpiTrax Intranet site to view all resources available to Case Investigators



MO ACTS Resources

- [MO ACTS Self-Guided Training Simulation](#)
- [MO ACTS Deep Dive Training Simulation](#)
- [MO ACTS Contact Tracer Hands On Practice Guide](#)
- [MO ACTS Go Live Action Guide](#)
- [MO ACTS Supervisor Guide](#)
- And more! Visit the MO ACTS intranet site to view all resources available to Contact Tracers



Mentimeter



**What topics would you like to learn about in future seminars?
Please specify if the topic corresponds to EpiTrax, MO ACTS or both.**

How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code **34 56 66 3** into the field shown below.

The screenshot shows the Mentimeter logo at the top. Below it, the text "Please enter the code" is displayed. A text input field contains the code "12 34 56". Below the input field is a blue "Submit" button. At the bottom, a small note reads "The code is found on the screen in front of you".

Mentimeter



Please provide your feedback on today's COVID-19 Tech Response Seminar. What worked well and what could be improved?

How to Participate

1. Go to [Menti.com](https://menti.com) on your smartphone or computer browser.
2. Enter the code **34 56 66 3** into the field shown below.

Mentimeter

Please enter the code

12 34 56

Submit

The code is found on the screen in front of you

EpiTrax and MO ACTS Data Flow



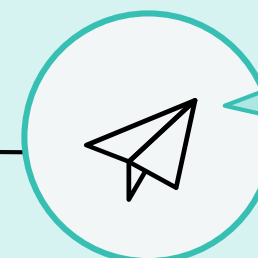
Positive case is entered into EpiTrax
through electronic lab reporting or
manual entry and assigned to an
LPHA jurisdiction



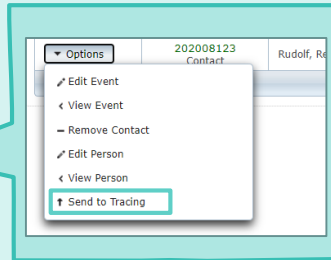
**Case is accepted by an
LPHA & assigned to an
Investigator**
(Case appears on CI's event page)



**Conduct Case
Investigation**
(Collect clinical & contact info.
monitors positive case as needed)



**Send Contacts
to Tracing (MO ACTS)**
(Choose 'Send to Tracing' from the
Options dropdown for each contact)



**Contacts display in
queue in MO ACTS**
(Queues are jurisdiction
specific for LPHAs)



**Contact Tracer calls
Contact to a COVID-19 Case**
(Verifies info & give quarantine instructions)



**Monitor and Support
Contact to a COVID-19
Case**
(If symptomatic, Case
Investigation starts)

Future Functionality:
Positive Contacts to a
COVID-19 Case
(Positive Cases) will
flow back to EpiTrax for
tracking and follow up
by Case Investigators



Case Investigation and Contact Tracing

System integration and key data elements

1

Record #: 202000015 Horbidity Assigned to Investigator Selvakumar Arumugam COVID-19 COLE COUNTY HEALTH DEPARTMENT 07/21/2020

Contacts

Adding Contacts

Search person

Last name, First, Middle. Press Enter to search

OR

Link to an orphan contact with a record number

(Events 1 - 2 of 2, Page: 1/1)

Actions	Record #	Person	Contact Type	Contact Disposition	Disposition date	Birth	Age	Phone
Options	202000016	Elf, Buddy, The	Work	Completed	07/23/2020	12/24/2000	19	(573) 999-9929
Options	202008123	Rudolf, Reindeer	Work	Other	08/04/2020	12/25/2000	19	(573) 999-9999

(Events 1 - 2 of 2, Page: 1/1)

2

Edit Contact Event

Rudolf, Reindeer

Record #: 202008123

Event type Contact

Workflow status Not participating in workflow.

Investigator Not assigned

Disease COVID-19

Investigating Agency COLE COUNTY HEALTH DEPARTMENT

Event date 08/09/2020

Parent patient Santa Claus

Brief note

Save

Demographic Clinical Laboratory Contacts Encounters Investigation Notes Administrative

Name

Last name First name Middle name Parent/Guardian

Rudolf Reindeer

Date of birth 12/25/2000

Current age 19 Years 7 Months 16 Days

Addresses

Street Unit number City State Zip code

County

Earliest known mm/dd/yyyy

Moved mm/dd/yyyy

Note

Save as Address at Diagnosis Cancel

Addresses entered.

Telephones

Telephone type

(Area) Phone, Ext

Enter phone, click Save to add

(573) 999-9999

Country

Earliest known mm/dd/yyyy

Created 08/10/2020

Note

Options

202000016 Contact Elf, Buddy, The Work

Options

202008123 Contact Rudolf, Reindeer Work

Edit Event

View Event

Remove Contact

Edit Person

View Person

Send to Tracing

Send to Tracing

3

DOB

Name

DOB / Age

Phone #(s)

Send to Tracing

Contact Disposition Date

Contact County (required for MO ACTS routing)

Contact Tracing Cases

Reindeer Rudolf

00001442

Actions & Recommendations

Actions History

Add

You don't have any actions yet. Add an action to get started.

Contact Details

Name Reindeer Rudolf

Home Phone (573) 999-9999

Mobile

Phone

Mailing Address

Is Health Care Worker

Amazon Connect

Email

Birth Date 12/25/2000

Age 19 years

Language English

Person is a Minor

Next of Kin Name

Details

Other Actions

Does contact know about their exposure?

Last Exposure Date 8/4/2020

Speaking with Household Member

Status Awaiting Outreach

Is Healthcare Worker?

Connected to Congregate Setting?

Congregate Setting Type

Congregate Setting Location

Congregate Setting Other Details

Outreach Outcome

Notified by Name

Closed Reason

Closed Reason: If Other, Please Specify

Date/Time Opened 8/4/2020, 12:06 PM

Date/Time Closed

Date of Death

Employer Letter Requested?

Is My Team

Name

DOB / Age

Phone #(s)

Mailing Address Incl. Contact County

Last Exposure Date

EpiTrax

Contacts to a COVID-19 Case flow to MO ACTS

Missouri Department of Health and Senior Services

MO ACTS

Future Functionality: Positive Contacts to a COVID-19 Case (or Positive Cases) will flow back to EpiTrax for tracking and follow up by Case Investigators